



## Council on Technology Services

### Mobile Workforce Workgroup Draft Minutes

November 8, 2006

9:00 a.m. – 11:00 a.m.

VITA Offices

411 E. Franklin St., Suite 500, Richmond, VA 23219

#### Members Present

Farley Beaton, Chairman (VRS)  
Jerry Allgeier (VDACS) – via phone  
Jeanne Branch (DPOR)

Bethann Canada (DOE)  
Linda Foster (TAX) – via phone  
Bob Smith (Courts)

#### Members Absent

Darlene Quackenbush (JMU)

Mark Willis (VCU)

#### Others Present

Mike Hammel, Staff (VITA)  
Christopher Doss (Alliance Group Ltd.)

Richard Warrick (IBM)

#### Call to Order

Chairman Farley Beaton called the meeting of the COTS Mobile Workforce Workgroup to order at 9:07 a.m.

#### Approval of the Minutes

Farley asked if there were any changes or corrections to the minutes from the October 25, 2006 meeting. Linda Foster noted that two of the attendees were marked as attending via phone where they were actually present. The minutes were approved as amended.

#### Presentation by IBM

Bob Smith introduced Dick Warrick from IBM. Dick gave an excellent and thorough presentation on the Mobility (teleworking) program at IBM. He reviewed the physical, technical and cultural aspects of being a mobile worker. He also volunteered to act as a review point for any documents or position papers the workgroup may develop.

A few of the more salient and noteworthy messages delivered included:

- On any given day 115,000 IBM employees wake up and do NOT go into the office.
- 40% of IBM's workforce operates without dedicated office space.
- IBM has invested over \$1 Billion in support for mobile work.
- The need for a comprehensive corporate portal. Through this portal, every IBM employee has access to all of the tools and information they need to perform not only their day to day functions but also to interface with HR, Payroll, and other administrative areas.
- It is important to continually watch the balance between all of the telework technology and the amount of face-to-face contact necessary to stay connected.
- If the technology makes a reasonably smart person feel stupid, it will fail.

- Teleworking is composed of technology, real estate, and process issues but it is culture that really drives a successful teleworking program.

Farley asked about the challenges for the Commonwealth to develop a single tool set for teleworking. Dick responded that the issues were probably 10% technical and 90% political. In other words, it is not a technical problem.

## Best Practices

The workgroup reviewed the best practice submissions completed since the last meeting.

The following additional assignments were made:

Gartner reports	Farley
IBM	Bob
Federal Government Handbook	Jeanne
Telework 360	Darlene
Challenges	Mark
Current State of Teleworking	Bethann (Mike to research and forward to BC)
Recommendations for Enterprise Tools	Bethann/Bob

## Meeting Schedule

The next meetings are scheduled for December 6<sup>th</sup> and 20<sup>th</sup>.

## New Business & Public Comment

Farley asked if any Workgroup members had new business to bring to the Council. There was none.

Farley asked for public comment. There was none.

## Adjournment

There being no further business, Farley adjourned the meeting at 11:10 AM.